

## SYSTEM AND METHODS FOR DETERMINING CONTRACT COMPLIANCE

### Abstract of the Disclosure

A system and method of determining compliance with a service level agreement. In one aspect, the method includes the step of receiving operational data from a service provider. The operational data is received from a software agent that is not related to the service provider. The received operational data is compared to at least one service level agreement requirement to determine compliance with that requirement and other contract provisions, such as, but not limited to penalties and/or rewards, including monetary and contractual.

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